



Department of ADMINISTRATIVE SERVICES Job Postings



DEPARTMENT OF SOCIAL SERVICES JOB OPPORTUNITY

Information Technology Supervisor Information Technology Division

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

The Department of Social Services is seeking an Information Technology Supervisor to work within the Information Technology Unit in our Central Office location. This individual will report directly to an IT Manager.

Open To: Current candidates on the Active Exam List for this title (#72320) or current state employees currently holding this title

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No: Information Technology Supervisor
Position #117005

Hours 40 Hours Per Week

Salary Range: FD-32 \$97,306.00 to \$124,508.00 annually

Closing Date: October 25, 2017

Note: *Applicants must have taken and passed the current state of CT examination for Information Technology Supervisor. State employees who are currently classified at this level or previously attained permanent status in this classification will be considered for lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this vacancy.*

Essential Responsibilities:

Schedules, assigns, oversees and reviews the work of staff; provides staff training and assistance; conducts performance evaluations; determines priorities and plans unit work; establishes and maintains unit procedures; develops or makes recommendations on the development of policies and standards; acts as liaison with other operating units, agencies and outside officials regarding unit policies and procedures; maintains software licensures and other related requirements; establishes and coordinates disaster recovery plan; establishes system security procedures and practices; performs facility and capacity planning and configuration management; supervises system performance analysis, tuning or storage management; develops host and network security policies; evaluates and recommends new strategies, technologies and technological directions to management; makes recommendations and maintains contracts for hardware and/or software purchases; makes recommendations for migration and system upgrade directions; oversees analysis of upgrades for complex applications to determine functionality and necessary software customization; provides technical specifications as input into Requests for Proposal (RFP) process; participates on evaluation teams that review RFP responses; oversees testing to ensure applications meet specification requirements; develops and implements database system strategies; provides resource planning; develops utilization metrics; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED
KNOWLEDGE, SKILL AND ABILITY:

Considerable knowledge of relevant agency policies and procedures; considerable knowledge of principles and techniques of systems analysis, design, development, and computer programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; considerable knowledge of principles and techniques of business information systems re-engineering; considerable knowledge of principles and techniques of programming; considerable knowledge of network protocols and architecture; considerable knowledge of practices and issues of system security and disaster recovery; considerable knowledge of application's system development principles and techniques; considerable knowledge of principles and practices of data base management; considerable interpersonal skills; considerable problem solving skills; considerable oral and written communications skills; considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; supervisory ability.

EXPERIENCE AND TRAINING

General Experience

Nine (9) years of experience in information technology (IT) operations, programming, systems/software development or IT related support area.

Special Experience:

One (1) year of the General Experience must have been performing advanced technical level duties or as a working supervisor in one of the following areas:

1. Designing, configuring and implementing complex networks.
2. Configuring, installing and upgrading host based applications packages and host and/or operating system software.
3. System software/application development.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 3.
Substitutions Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

PREFERRED SKILLS:

Primary responsibilities include serving as a support services leader, managing the enterprise support services team, and coordinating consistent application support issues regarding the enterprise applications, and coordinates client-wide support services.

This position must stay abreast of the latest application developments to ensure service levels proactively meet or exceed client's requirements and service level agreements with key stakeholders and business leads.

This position requires strong people management skills, personal drive, and the ability to see strategy through to execution. Strong written, verbal, and presentation skills are required.

- Supervises a team who are responsible for providing support for Enterprise Application Support Services and systems.
- Manage all facets of the service experience for all incidents escalated to Enterprise Application Support Services.
- Management of productivity, staffing levels and skill set.
- Prioritizes and execute tasks in a fast-paced changing environment.
- Management of all communications related to issues, defects and planned outages.
- Management of on-going compliance with published service levels.
- Provide education and guidance for clients with service needs.
- Identify opportunities for improvement while creating and implementing viable solutions.
- Provide hands on support of enterprise systems for internal customers through support queues / channels; addressing problems quickly, thoroughly and consistently.
- Implement processes that take proactive approaches to resolve recurring operational and technical problems.
- Tests and evaluates software, technologies, and makes recommendations.
- Assists in planning, coordinating multiple projects, reviews work and serves as consultant and/or troubleshooter.
- Assists in development of program specifications, systems specifications, analyzes specifications, and tests.
- Provides support to regional/central office operations by translating program requirements into data system specifications, tests and releases changes in systems.
- Gathers requirements for new projects and creates documentation.
- Creates and prepares test data, develops test scenarios and create test scripts to meet the QA needs of a project.
- Reviews project design specifications and documentation, providing feedback.
- Establish best practice application support methodology and processes, including support roadmaps, processes and technical documentation.
- Document and maintain a knowledge base of technical articles and policy and procedural documents
- Ability to perform continuous process improvement to all support activities.
- Assist with audit requests surrounding the support team's operational procedures, security, new hires, disabling accounts, and modify or enhancement procedures/policies as required.
- Meets with internal leadership teams, as needed, to align strategy, services, and delivery activities.
- Responsible for personnel management, performance reviews, competency development, and coaching of staff.
- Builds and maintains relationships with business operations and leaders.
- Defines and establishes schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.

- Gather and analyze metrics to benchmark workload/performance and identify trends in support requests.
- Participates in the development of client and organizational application support standards, policies, and procedures.
- Works with enterprise support services and Level 1 support services in managing resolution of client application incidents and requests.
- Creates an environment that encourages information sharing, team-based resolutions, cross-training, and process improvement within the area and across organizational boundaries.
- Promotes system security and client confidentiality and helps ensure compliance.
- Adheres to Code of Conduct and Mission & Value Statement.
- Participates in special projects as needed and performs other duties as assigned.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

APPLICATION PROCEDURE: Candidates who meet the above requirements should forward a cover letter, a completed State of Connecticut Application for Examination of Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded here: [CT-HR-12](#) and the two (2) most recent Performance Appraisals and Attendance Records from October 2015 to present instead of references. Please mail your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter and two (2) supervisory references letters to:

State of Connecticut
Department of Social Services
55 Farmington Avenue – 5th Floor
Hartford, CT 06105
Attn: Ronnell Young – Human Resources Division

**~PLEASE BE ADVISED HAND-DELIVERED, FAXED, EMAILED, OR SENT VIA INTEROFFICE
WILL NOT BE ACCEPTED~**

**APPLICATIONS MUST BE RECEIVED AND POST MARKED BY OCTOBER 25, 2017 CLOSE OF
BUSINESS**

Late or incomplete applications will not be considered.

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

**If you are requesting special accommodations under the provisions of the Americans with Disabilities Act (ADA) please contact Terri-Lynn Johnston at 860-424-5501 or
Terri-Lynn.Johnston@ct.gov**